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February 24, 2004

T.R.A. DOCKET ROOM

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Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243-0505

Dear TRA Directors:

We are pleased to submit this request to amend docket 0400058 for 2-1-1 service in Middle Tennessee. The Family Center (TFC) in Maury County will join our network. In our original petition, we did not include Maury County in our coverage area. Our total coverage area now includes Davidson, Rutherford, Williamson, Cannon, Wilson, Trousdale, Sumner, Robertson, Cheatham, Dickson, and Maury counties.

TFC has been serving Maury County since 1990 with a staff of 6 and runs several programs to help those in need. One of those programs is the Community Resource Connection which has been up and running since 1997. The CRC is a comprehensive information & referral service that receives 1,200 to 1,600 calls a year from people in and around Maury County. TFC receives funding from United Way of Maury County and is a founding member of Tennessee Alliance of Information & Referral Systems, the state affiliate of AIRS. TFC will help maintain data on referral resources in Maury County. The Family Center will answer calls originating in Maury County Monday - Friday, 8 AM to 5 PM. Night and weekend calls will be answered by Crisis Center.

Thank you for your consideration and please call me with any questions.

Sincerely,

A handwritten signature in black ink, appearing to read "Doug Fluegel".

Doug Fluegel
2-1-1 Project Manager
United Way of Metropolitan Nashville
615-780-2430

what matters.TM